

VSCP: Communication & Managing Up
18 – 21 April 2006
Ft. Collins, Colorado

PURPOSE STATEMENT

Welcome to the Veterinary Services Careers Program "Communication and Managing Up" course. The purpose of this course is to enhance your interpersonal communication skills; to provide the critical elements needed to foster teamwork; to examine your conflict management style in order to turn difficult situations into win-win experiences; and to learn how to support your leaders by making sound decisions that will lead to positive results. You will learn to speak honestly and directly and make sound decisions that will ultimately advance your own career. This course will also provide an overview of APHIS Records Management procedures.

COURSE LEARNING OBJECTIVES

By the end of this course, participants will:

- Demonstrate an understanding of the elements of successful team cooperation and how to foster teamwork;
- Practice strategies to transform confrontation into collaboration;
- Define conflict and explore various conflict styles;
- Define barriers to effective communication;
- Discover ways to study leaders for clues as to the kind of results they are looking for, and to find opportunities to achieve the results;
- Obtain the tools necessary to build a career-advancing relationship with leaders;
- Learn techniques to effectively handle criticism, deal with workplace anxieties and build self-confidence;
- Review APHIS Records Management procedures and receive agency guidelines for maintaining files, records and correspondence.